



J.D. Power And Associates Study Ranks SAT Highest In Customer Satisfaction

San Antonio International Airport (SAT) has been recognized by J.D. Power and Associates 2004 Global Airport Satisfaction Index StudySM, released December 6, 2004, as the highest ranking airport in the small airport segment for its overall customer satisfaction. San Antonio International tied for first place with Calgary International Airport of Calgary, Canada.



Aviation Department Director Kevin Dolliole congratulated by Mayor Ed Garza and City Council

While the J.D. Power and Associates 2004 Global Airport Satisfaction Index Study has been conducted for five years, this is the first year it has included an official ranking for small airports. The study measures airport satisfaction in three segments: large airports (30 million or more passengers), of which Hong Kong International ranked highest; medium airports (10 million to less than 30 million passengers per year), of which Singapore Changi Airport ranked highest; and small airports (less than 10 million passengers per year). The 2004 Global Airport Satisfaction Index Study, a study covering more than 80 airports, is based on responses from more than 9,000 passengers who flew

between October 2003 and November 2004. Those surveyed evaluated up to two different airports and were surveyed in six different languages.

The airports were evaluated on a variety of factors including: airport access for arriving/departing; check-in times; security processing; terminal facilities; food, beverage and retail offerings; baggage claim; and Immigration and Customs processing. Overall customer satisfaction at airports is described as improved facilitation of passenger check-in and screening times, managing wait times and providing an environment where airport passengers can be productive. Higher satisfaction is realized for those passengers opting for curbside check-in, online and at self check-in kiosks. SAT received particularly high ratings from passengers for the security check-in process. The Study also finds that satisfaction is much higher with airports that provide an environment where passengers can multi-task. This includes services such as a wide selection of eateries and restaurants, access to business centers, wireless Internet connections and abundant shopping. With the 2003 completion of the Terminal Renovations and Concession Redevelopment Program, SAT has increased the opportunity for passengers to eat, shop and conduct business while in the terminals. The new concession program "The Shops at River Landing" offers passengers 19 various restaurants, bars and fast food locations. Abundant shopping exists in both terminals with 19 retailers.

"This type of recognition by J.D. Power and Associates is a true honor and a confirmation of our achieving excellence in customer services in the post September 11, 2001 environment. The achievement is credited to our recently completed Terminal Renovations and Concession Redevelopment Program, as well as the dedication of our airport tenants and federal agencies, along with our close working relationship with these entities to facilitate passenger processing," says Kevin Dolliole, aviation director.

IN THIS ISSUE

Cover Story

• JD Power and Associates Ranks San Antonio International Airport

Geotechnical Study Complete	2
SAT Port of Entry	2
Security Assessment	2
Environmental Impact	3
San Antonio Conventions	4
Stats	4

Geotechnical Study Of Expansion Sites Completed

In preparation for construction of the new Terminal, Garage and Roadway Expansion Program, Arias & Associates conducted a subsurface geotechnical investigation, which involved drilling approximately 50 holes into the ground in depths ranging from 15' to 70' below the surface. Soil samples were collected throughout the depth of the borings to determine the soil characteristics and to get a picture of the layering of the underlying soils. From this information and laboratory test, engineers will be able to determine the foundation requirements for the new terminal buildings, new parking structure, roads, apron paving, and underground utilities. This work began on July 23 and was completed on Sept 20, 2004. The foundation package for Terminal B is scheduled for letting during March 2005, with ground breaking planned for late spring in 2005.



Area to be used for expansion is tested at SAT

SAT Port Of Entry Extended



Customs personnel inspects plane for illegal transport

The Miscellaneous Trade and Technical Corrections Act of 2004, recently signed by President George W. Bush, contained a four-year extension of the U.S. Port of Entry designation for the San Antonio International and U.S. Customs processing of private aircraft coming into the United States from foreign areas. As a result, general aviation aircraft operators no longer have to stop in Laredo or Brownsville to clear customs if San Antonio is their final destination. The Port of Entry designation will expire in November 2006. The City is working with San Antonio's legislative delegation to obtain a permanent designation.

Safety and Security A Top Priority At SAT

Safety and security are top priorities at the San Antonio International Airport (SAT). Always proactive in this regard, the City of San Antonio Aviation Department is undertaking an assessment of current facilities and systems, as well as the new terminal expansion requirements. On September 30, 2004, City Council awarded a contract to Parsons Transportation Group, Inc. to provide consulting services for review of the current security systems and to recommend upgrades and modifications as necessary to continue providing state-of-the-art security at SAT today and into the future.

Consideration will also be given to airfield security requirements and available cutting-edge technologies. The results of this assessment initiative will be used to set priorities and establish cost estimates and scope of services for the eventual design of selected prioritized items.

The Passenger Facility Charge (PFC) Capital Improvement Fund and federal grants provide monies for the Security Assessment Project, with \$438,744 going to the assessment process and \$4.2 million earmarked for design fees and construction and implementation costs through future Council action.

Environmental Impact Statement Process Update

The City of San Antonio has in its Five-Year Capital Improvement Program certain airfield improvement projects, which the 1998 Airport Master Plan identified as those requiring enhancement to airfield capacity. The proposed airfield projects include:

- An upgrade to Runway 12L/30R from general aviation to air carrier standards, including an extension from 5,518 feet to approximately 8,500 feet and widening from 100 to 150 feet, and extension of Taxiway R parallel to the length of Runway 12L/30R.
- Extension of Runway 3/21 up to 9,000 feet and associated taxiways.

As a prerequisite for implementing any airfield improvements associated with capacity enhancements such as those planned for San Antonio International Airport, the National Environmental Policy Act of 1969 (NEPA) and the Council on Environmental Quality (CEQ) require that the City conduct an Environmental Impact Statement (EIS) process.

The CEQ mandates that the Federal Aviation Administration (FAA) be prominently involved in the EIS process. As such, the FAA assumes the role of lead agency in the preparation of an EIS. A Memorandum of Understanding (MOU), which identifies the responsibilities between the FAA and the City, was the first step and was executed on December 30, 2002. On September 25, 2003 City Council approved a contract with Booz Allen Hamilton to provide planning services in connection with the EIS. On that date, a professional services contract in the amount of \$681,731.00 for the Phase 1 work was authorized.

Phase 1 was recently completed and included evaluation of the above described airfield projects along with further study of certain noise abatement proposals previously considered in the Part 150 Study Update and extended to the EIS process in connection with proposed Master Plan capacity enhancements. Phase 1 also included development of activity forecasts, the purposes and needs, alternatives and scoping process together with public workshops.

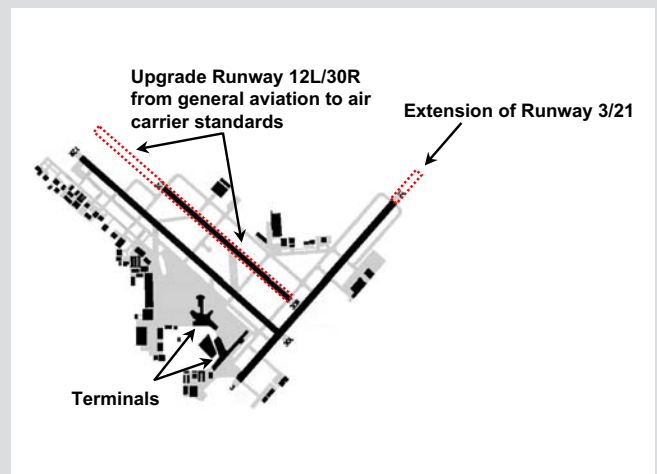
Noise abatement items given further study in the Phase 1 EIS process included establishing a preferential runway use program minimizing departures on Runways 12L and 12R and arrivals on Runways 30L and 30R. The purpose was to reduce the number of persons within the 65 DNL contour by shifting departures to Runway 3. In connection with this preferential use program, a Runway 3 departure corridor with up to a 15-degree turn was evaluated in consideration of placing aircraft over less populated land uses east of Wetmore Road. The net reduction in people impacted by aircraft noise was about 2,000. Ancillary to this abatement measure, the Phase 1 EIS con-

sidered the extension of Runway 12R/30L to the northwest, allowing for the removal of the physical intersection at Runway 12R/30L and Runway 3/21.

Following the completion of the EIS Phase 1 process, the proposed 15-degree right turn for departures off Runway 3 was determined objectionable from the standpoint of airspace utilization. Since the above mentioned noise abatement proposals, along with the extension of Runway 3/21 to the northeast to enhance the effectiveness of the preferential runway use program were interdependent, the FAA concluded that these abatement measures would not significantly impact levels of noise unless they were implemented in total. Therefore, the FAA did not recommend continued analysis of these noise abatement measures in the EIS Phase 2. However, the draft EIS Phase 2 will continue the analysis for lengthening of Runway 3/21 (from 7,500 to 8,500 - the same length as SAT's current primary Runway 12R/30L) for capacity enhancing purposes.

Analysis for one additional Part 150 noise abatement measure for the establishment of a departure corridor for Runway 21 that places aircraft over U.S. Highway 281 South will continue into the EIS Phase 2.

On September 16, 2004, City Council approved an amendment to the contract with Booz Allen Hamilton in the amount of \$1,634,560 to provide planning services in connection with Phase 2 of the EIS. Phase 2 includes development of a draft EIS and Executive Summary Report, further environmental consequence analysis to include noise, air, water, etc., and development of cumulative impacts and mitigation measures, as well as organizing and conducting public hearings. The City expects to complete this phase by the end of the 1st quarter 2006, with final completion of the process by the 3rd quarter 2006. The EIS process is funded by the FAA (75%) and matching (25%) airport generated funds.



SAN ANTONIO CONVENTIONS & EVENTS

During the first quarter of 2005, the City of San Antonio will host more than 70 conventions with over 80,000 delegates. Among the visitors to San Antonio will be:

DATES	ORGANIZATIONS	DELEGATES
Jan 20-22	Texas Council of Teachers of English	850
Jan 27-29	Associated Equipment Distributors	3,500
Jan 28-30	National School Supply & Equipment	2,500
Feb 3-5	National Cattlemen Beef Association	7,000
Feb 9-12	Texas Music Educators Association	21,000
Feb 13-16	National Telecommunications Association	3,000
Feb 18-21	American Association of School Administrators	6,800
Feb 28- Mar 3	United States & Canadian Academy of Pathology	1,800
Mar 2-5	Foundation for North American Wild Sheep	2,000
Mar 3-6	Renaissance Learning Inc.	6,000

2005 SAT YEAR-TO-DATE STATS

	Through Sept. '03	Through Sept. '04	Change
Domestic Enplanements	2,344,289	2,507,224	7.0%
International Enplanements	64,023	72,409	13.1%
Charter Enplanements	23,541	24,180	2.7%
Total Enplanements	2,431,853	2,603,813	7.1%
Total Freight (lbs)	126,720,305	140,563,908	10.9%
Total Mail (lbs)	60,919,434	57,108,374	-6.3%